

**Registered agency:**

SouthEast Housing Co-operative Ltd

**Category of registration:**

Housing provider (registered as at 21 November 2008)

**Date of annual review:**

18 November 2014 (incorporating 2013-14 annual reporting)

**Performance against Performance Standards:**

Governance	Met
Management of the Agency	Met
Probity	Met
Financial viability	Met
Risk management	Met
Tenancy management	Met
Housing management and maintenance	Met

**Continuous Improvement:****Legislative compliance:****Performance improvement plan:**

Submit an asset plan with schedules and cost estimates for cyclical maintenance on the General lease properties. 30 June 2015

Inform the Housing Registrar if DHS approval is given for the First Street redevelopment project. During 2014-15

Improve vacant tenant turnaround times 30 June 2015

**Engagement profile and plan:**

Engagement profile	Low
Schedule of meetings	Next meeting September 2015

  
Anthony Hardy  
Registrar of Housing Agencies

## Key performance measures summary

The information is a guide and importantly, should only be considered within the context of the attached annual review report.

KPM	SouthEast Housing Co-operative			Similar agencies
	2011-12	2012-13	2013-14	2014-15
1 Regular board meetings (%)	100	100	100	98.5
2 Active board members (%)	82.7	88.9	88.9	88.4
3 Business plan and budget approval finalised within reasonable timeframe.	Yes	Yes	Yes	N/A
4 Staff turnover (%)	0	0	0	15.4
5 Senior staff turnover (%)	0	0	0	17.4
6 Turnaround time (VT) (days)	21	17	10	8
7 Void loss (VT) (%)	0.3	0.2	0.1	1
8 Rent outstanding from current tenants (%)	0.5	0.7	0.8	1.3
9 Arrears written off as bad debt (%)	0	0.1	0	1
10 Evictions (percentage of exits)	0	0	0	6.8
11 Tenancies maintained (%)	100	96.2	97.5	85.7
12 Current tenants owing more than 8 weeks (%)	0	0	0.6	1.4
13 Complaints from tenants/prospective tenants resolved within 30 days (%)	No complaints received	No complaints received	No complaints received	93.4
14 Tenants satisfaction – housing services (%)	89.4	90.8	95.5	92.2
15 Tenants satisfaction – consideration of views (%)	78.8	86.4	88.1	87.1
16 Urgent repairs resolved in 24 hours (%)	95.7	95.3	96.2	91.6
17 Non-urgent repairs resolved with 14 days (%)	98	97	95.5	97.6
18 Tenant satisfaction – maintenance (%)	81.8	84.9	92.5	87.6

Financial measures	SouthEast Housing Co-operative		
	2011-12	2012-13	2013-14
1 Current ratio (times)	3.7	4.9	4.1
2 Operating cash flow (\$)	308 000	331 000	595 000
3 Cash balance (\$ millions)	0.55	0.84	1.41
4 Net assets (\$ millions)	3.41	3.67	4.08
5 Income to expense	1.23	1.21	1.29

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